

CHRONIC CARE MANAGEMENT (CCM) INFORMATION FOR PATIENTS

Q: **What is Chronic Care Management?**

A: Chronic Care Management (CCM) is a service that gives you additional help managing ongoing chronic health conditions such as arthritis, asthma, diabetes, high blood pressure, heart disease, osteoporosis, mental health conditions, and other conditions.

With CCM, your healthcare team creates a personalized care plan and supports you between your regular visits. CCM includes:

- A list of your medical conditions and health goals
- A review of your medications
- Coordination with other healthcare providers involved in your care
- Ongoing guidance to help manage your conditions
- **24/7 access to a clinician** who can help with urgent health needs, questions, and follow-up support

Q: **Who is eligible for Chronic Care Management?**

A: You may qualify for CCM if:

- Eventus WholeHealth serves as your primary care or mental health provider
- You have two or more chronic conditions that are expected to last at least 12 months and may put you at risk for your health getting worse over time
- You consent to participate in CCM services

Q: **What are the Patients' Rights with Chronic Care Management?**

A: Patient rights are as follows:

- The Provider or designee of Eventus WholeHealth will explain to the patient (and/or the patient's caregiver, (if applicable) the CCM services available to, and appropriate for, the patient.
- The Provider or designee will administer all CCM Services that are applicable to the patient's conditions.
- Patients and/or POA have a right to decline CCM services by declining the service on the Eventus WholeHealth Consent.
- Patients have a right to a written or electronic copy of their care plan. This care plan is available via a paper copy, upon request and available in the patient portal electronically.
- Patients have the right to discontinue CCM services at any time (effective at the end of the calendar month). A Patient may revoke this agreement verbally (by calling 888-849-7379) or in writing (6330 Quadrangle Dr Ste 500, Chapel Hill, NC 27517)

Q: **Who can bill Medicare and Insurance for Chronic Care Management Services?**

A: Only one health care professional or hospital can bill for CCM in a calendar month.

Q: **Is there a cost to the patient enrolled in Chronic Care Management?**

A: The usual cost-sharing rules apply to CCM. Most patients are responsible for the usual Medicare Part B deductible and copayment/coinsurance. If you have supplemental insurance, it may also cover a portion of CCM.